GOVERNMENT OF ANDHRA PRADESH
ABSTRACT

YAT&C (Tourism) Dept., - Proposal for installation of 9 No's of Control Rooms at various locations - smooth boating operations in rivers - Krishna and Godavari - Standard Operational Procedures (SOP) for Tourism related boating operations and control room operations – Orders issued.

YOUTH ADVANCEMENT, TOURISM AND CULTURE (T) DEPARTMENT

G.O.RT.No. 136 **Dated: 24-06-2020**

Read the following:

From Managing Director, Andhra Pradesh Tourism Development Corporation Limited, Vijayawada. E-File No: APTDC-15047/6/2020-JM-TRANSPORT-APTDC

ORDER:

In the reference read above, the MD, APTDC has stated that to monitor the boating operations across the State Nine (9) control rooms have been constructed. The control rooms will be operated under the guidance of an employee of the Revenue Department in the cadre of Tahsildar/Deputy Tahsildar. There will be AEEs from the irrigation department, counter assistants from Tourism Department etc. These manpower resources have been imparted training on the fire safety, first aid etc.

2. The MD, APTDC has forwarded the draft Standard Operational Procedures (SOP) for Tourism related boating operations and control room operations have been prepared in consultation with all other Stakeholders including private boat operators, Department of Ports etc and requested to approve the same to ensure smooth boating operations.

3. Government after careful examination of the matter, hereby issue Standard Operational Procedures (SOP's) for Tourism related boating operations and control room operations as annexed to this G.O to ensure smooth boating operations.

4. The Managing Director, Andhra Pradesh Tourism Development Corporation Limited, Vijayawada shall take further necessary action to implement the SoP's annexure to this G.O scrupulously and shall also implement the protocol related COVID – 19 guidelines issued by the Ministry of Home affairs & Ministry of Health & Family Welfare, Government of India.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

RAJAT BHARGAVA
SPECIAL CHIEF SECRETARY TO GOVERNMENT (FAC)

To
The Managing Director,
Andhra Pradesh Tourism Development Corporation Limited,
Vijayawada

Copy to:
The Chief Executive Officer, Andhra Pradesh Tourism Authority, Vijayawada
The Chief Executive Officer, Bhavani Island Tourism Corporation, Vijayawada

PS to Additional Secretary to CM
PS to Chief Secretary, AP Secretariat
PS to Special Chief Secretary to Government, I & I Dept., AP Secretariat

//FORWARDED: : BY ORDER//

SECTION OFFICER

ANNEXURE

STANDARD OPERATING PROCEDURES (SOP) FOR TOURISM RELATED BOATING OPERATIONS AND CONTROL ROOM OPERATIONS

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1. Context and Background

1.1. The state of Andhra Pradesh is blessed with numerous waterbodies including two major rivers, canals and other waterways. This natural advantage has led to development of water-based tourism activities across the state.

The boating operations in Papikondalu stretch, Srisailam, Nagarjuna Sagar and Berm Park in Vijayawada have large seating capacity boats with long duration trips. Other boating points such as Rushikonda, Rajahmundry, etc. offer jolly rides on small boats and jet-skis.

1.2. While boating is one of the major tourist attractions in the state, the operations of boats and boating activities for tourism activities in the state have not been adequately regulated and monitored. This has resulted in 5 incidents of boating accidents over the past 3 years.

1.3. In the wake of the recent accident on river Godavari at Kachuluru that resulted in capsizing of the privately-operated tourist boat "Vasista Punnami Royal", the Government of Andhra Pradesh has formed an enquiry committee, vide G.O. Ms. No. 79 dated 19.09.2019 to probe inquiry into the incident and submit recommendations for safe operations of tourist boats.

1.4. The Government of Andhra Pradesh has released the guidelines for Issuance of NOC to Water Sports crafts and safety guidelines for conducting water sports Activity vide G.O. RT. No. 10 dated 17.01.2020.

1.5. As per the guidelines, the Tourism Department shall ensure safe operations through "Control Rooms".

1.6. This document prescribes the Standard Operating Procedures (SOPs) for operation of the control rooms.

1.7. The SOPs are categorized as follows.

- SOP for Registration of Vessels
- SOP for Setup of Control Rooms
- SOP for Staffing of the Control Rooms
- SOP for Issuing Departure Clearance
- SOP for Onboard Operations
- SOP for Patrolling of the Waterways
- SOP for Disaster Response

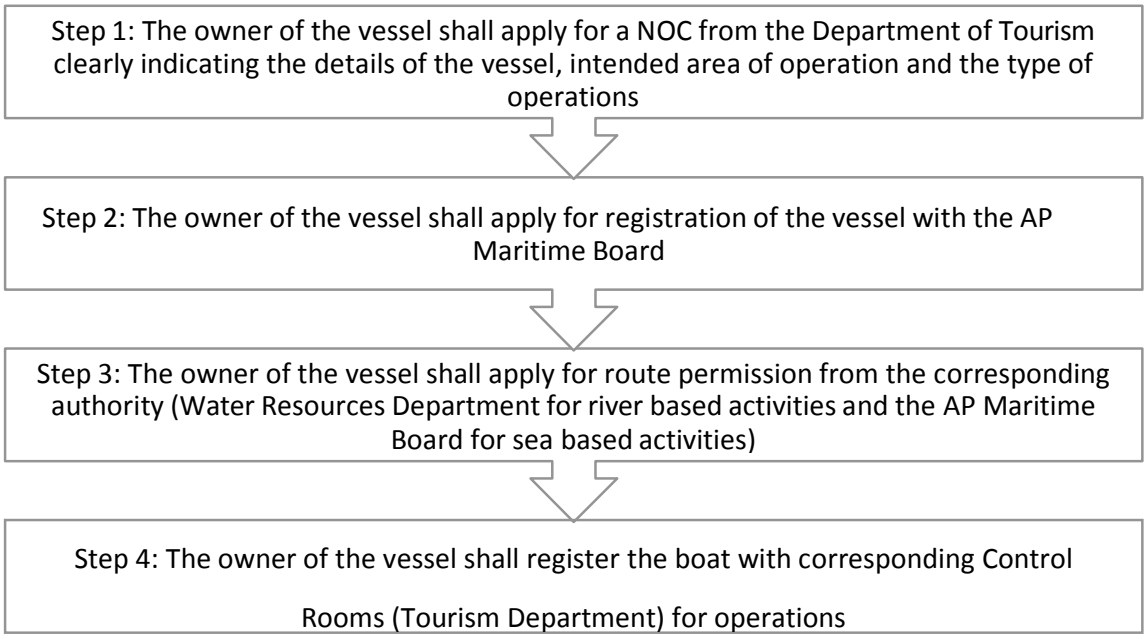
2. SOP for Registration of Vessels

2.1. All the vessels and boats that will be used for water-based tourism activities such as River Cruise, Parasailing, Jet Ski, Joy Rides, etc. shall be registered as per these guidelines.

2.2. The SOPs (including amendments issued from time to time) shall be strictly adhered to by all the stakeholders to ensure safe operations of tourism related boating activities.

2.3. Tourism related boating operations shall be carried out only in notified waterbodies in the state. Operations in other waterbodies is prohibited.

2.4. Procedure for registration of the vessels is as follows.


Step 1: The owner of the vessel shall apply for a NOC from the Department of Tourism clearly indicating the details of the vessel, intended area of operation and the type of operations
Step 2: The owner of the vessel shall apply for registration of the vessel with the AP Maritime Board
Step 3: The owner of the vessel shall apply for route permission from the corresponding authority (Water Resources Department for river based activities and the AP Maritime Board for sea based activities)
Step 4: The owner of the vessel shall register the boat with corresponding Control Rooms (Tourism Department) for operations

2.5. The procedure for issuance of NOC by Tourism Department and registration of the vessel for the Control Room (Tourism Department) shall be done through an online portal.

2.6. The registration certificate for each vessel for each control room shall be valid for a period of 1 year and needs to be renewed accordingly.

3. SOP for Setup of Control Rooms

3.1. Control rooms shall be setup at the following 9 locations.

1. Singanapalli, West Godavari District
2. Gandi Pochamma, East Godavari District
3. Perantalapalli, West Godavari District
4. Pochavaram, West Godavari District
5. Rajahmundry, East Godavari District
6. Rushikonda Beach, Visakhapatnam District
7. Nagarjuna Sagar Boating Point, Guntur District
8. Srisailam Boating Point, Kurnool District
9. Berm Park, Vijayawada, Krishna District

3.2. Each control room shall have the following infrastructure.

a. Ticketing Counter
b. Computer setup with printing and internet connectivity
c. Restrooms and changing rooms
d. Shaded waiting area (indoor / outdoor) with chairs / benches
e. Drinking water facility
f. CCTV setup and live feed of boat departure area
g. Mic and speaker system for public announcements
h. TVs showing visuals of good practices and dos and don'ts
i. Signages with dos and don'ts for tourists
j. Power backup with Solar Panels
k. Adequate illumination and lighting for the entire area
l. First-aid kit and breath analyser
m. Fire safety equipment
n. Sufficient lifesaving equipment such as life jackets, life buoys, etc.
o. Patrolling boats that shall also be used as rescue boats

3.3. The boat operators shall pay a fixed fee for use of the control rooms to the operating authority (Andhra Pradesh Tourism Development Corporation) which shall be used for the operations of the control rooms.

3.4. Each control room shall have pre-defined area under their control. The control rooms in Rajahmundry and Berm Park shall have control over all the boating points in their vicinity. Accordingly, the CCTV setup shall display the live feed of one or more boating points at the control room.

3.5. A web-based application shall be developed that has a comprehensive database of

a. Static information such as vessel related data and crew related data
b. Dynamic information such as names of passengers, aadhar card details etc.

The data from ticketing counter shall be fed to the application and measures shall be put in place to capture data from other sources of ticketing such as travel agents and tour operators.

The information regarding passengers alighting and boarding the vessel shall be fed into the system at the respective control rooms.

3.6. Every other location which has tourism related boating operations shall be monitored by "Remote Control Rooms" which shall be linked to the nearest Control Rooms.

3.7. The "Remote Control Rooms" shall have the following infrastructure.

1. Ticketing Counter
2. Computer setup with printing and internet connectivity
3. Restrooms and changing rooms
4. Shaded waiting area (indoor / outdoor) with chairs / benches
5. Drinking water facility
6. Signages with dos and don'ts for tourists
7. First-aid kit and breath analyser
8. Fire safety equipment
9. Sufficient lifesaving equipment such as life jackets, life buoys, etc.

4. SOP for Staffing of the Control Rooms

4.1. Control Room Staffing Pattern.

Each control room shall have the following staff.

1. Manager – Revenue Department (An officer not less than the rank of MRO / Dep. Tahsildar on deputation)
2. Liaison officer – Water Resources Department (An officer on deputation)
3. System operator – Tourism Department
4. Inspection staff – Tourism Department
5. Security personnel – Police Department
6. Lifeguards and Swimmers / Quick Response Team – Tourism Department

The no.of staff to be deployed at each control shall be based on the volume of operations, i.e. the no.of tourist footfalls, no.of boats, nature of operations etc.

4.2. Remote Control Room Staffing Pattern

The corresponding "Water Fleet Unit" Manager from the Department of Tourism shall act as the "Manager" for the "Remote Control Room".

The other staff may be deployed as per requirement, based on the volume of operations at the Control Room.

4.3. Responsibilities of the control room staff

A. Control Room Manager – Revenue Department

The Manager shall be the prime authority of the control room and shall be responsible for

a. Overall management of the control room operations
b. Signing off on the departure clearances

B. Liaison officer – Water Resources Department

The liaison officer shall be responsible for

a. Issuing weather related warnings
b. Alerting all the stakeholders in case of an emergency

C. System Operator – Tourism Department

The system operator shall be responsible for the following

a. Entering the details of each vessel including the boat driver, crew onboard, no.of passengers onboard, into the database everyday
b. Maintaining a database of the vessels operating at the control rooms including details of the validity of licenses, registration and other permissions

D. Inspection Staff – Tourism Department

The inspection staff shall be responsible for checking for the following

a. Checking for the registration and other permissions of the vessel as per the "Departure Clearance Checklist"
b. Checking for the licences, fitness and condition of the crew as per the "Departure Clearance Checklist"
c. Checking for availability of life saving equipment as per "Departure Clearance Checklist"
d. Checking for overloading and pre-trip safety briefing

E. Security personnel and patrolling staff – Police Department

The security personnel shall be responsible for

a. Security and crowd management at the control room
b. Patrol of the waterways on a regular basis

F. Lifeguards and Swimmers / Quick Response Team

The Quick Response Team shall consist of well-trained members (in Life Saving Techniques from the SDRF) that shall be the first team to act in case of an emergency. They shall also function as lifeguards on day-to-day basis.

They shall also act as para health personnel for any day-to-day incidents and for rescue scenarios.

4.4. Capacity Building for the staff

- All the staff shall be trained on these SOPs clearly emphasizing the responsibility of each stakeholder
- The Manager, Liaison officer and the inspection staff shall undergo a mandatory training program on boating related operations covering the following aspects
    - Boat Survey and Maintenance
    - Fire Safety Measures
    - Life Saving Techniques
    - First Aid Measures
    - Disaster Response
- The boat drivers and the crew shall be briefed on the safety aspects and dos and don'ts on a regular basis.
- The system operator shall be trained by the agency / service provider that shall develop the application that will maintain the database of boating operations across the state.

5. SOP for Issuing Departure Clearance

5.1. The departure clearance needs to be obtained at the start of trip for each leg of the journey on a daily basis.

5.2. The departure clearance checklist is categorized into three parts. Boat / vessel related checklist, Crew related checklist and Passenger related checklist.

5.3. Some aspects of the checklist are static – they do not change over a period of time – and the related inspection may be carried out as frequently as required. Also, the check for these items can be automated using the state level database.

5.4. Some aspects such as availability of lifesaving equipment and checking for major damages to the vessel shall be carried out on a daily basis.

5.5. The departure clearance for large vessels (seating capacity more than 12 or offering trips for 1 hour and more) shall be given at each control room along the navigation route before departing from the control room.

5.6. The departure clearance for large vessels shall check for the following items.

S.No	Item	Frequency of checking
Vessel related checklist		
1	Vessel is registered with the Andhra Pradesh Maritime Board	Quarterly
2	Vessel has the requisite route permissions as per the technical expertise advise of Water Resources (Irrigation) Department	Quarterly
3	Vessel prominently displays the capacity of the vessel (passengers, cargo, max payload)	Quarterly
4	Vessel has adequate lifesaving equipment	Daily
5	Vessel has adequate firefighting equipment	
6	Vessel does not have any major damage	Daily
7	Vessel has the names, photographs and details of the crew displayed in the cabin	Daily
Crew related checklist		
8	Boat driver has the requisite license and is registered	Daily
9	Boat crew have the requisite licenses and are registered	Daily
10	The Boat driver and the crew have their identity cards / badges prominently displayed	Daily
10	The crew is fit and healthy (not inebriated) to manoeuvre the vessel	Daily
Passenger related checklist		
11	The boat is not overloaded	Daily
12	The passengers are briefed about safety, dos and don'ts before the trip	Daily
13	All the passengers are wearing life jackets	Daily

5.7. The departure clearance for small vessels (other than large vessels) shall be given once for each day at the respective control room before the start of operations for the day.

5.8. For small vessels, it shall be the responsibility of the owner / operator of the vessel to ensure adherence to the clearance checklist for each trip throughout the day.

5.9. The departure clearance for small vessels shall check for the following items.

S.No	Item	Frequency of checking
	Vessel related checklist	
1	Boat is registered with the Andhra Pradesh Maritime Board	Quarterly
2	Boat is licensed with the Andhra Pradesh Maritime Board	Quarterly
3	Vessel has the requisite route permissions as per the technical expertise advise of Water Resources (Irrigation) Department	Quarterly
4	Boat has adequate lifesaving equipment	Daily
	Crew related checklist	
6	Boat driver and crew (if applicable) have the requisite license and are registered	Daily
7	The Boat driver and the crew (if applicable) have their identity cards / badges prominently displayed	Daily
	Passenger related checklist (To be ensured by the operator)	
8	The boat shall not be overloaded	Each Trip
9	The passengers shall be briefed about dos and don'ts	Each Trip
10	The passengers shall wear lifejackets	Each Trip

6. SOP for Onboard Operations

6.1. The boats shall only depart after obtaining "Departure Clearance" and during safe weather conditions.

6.2. There shall be a pre-trip briefing on the dos and don'ts for passengers. This should preferably be done on a PA system. Passengers shall wear life jackets throughout the trip.

6.3. The navigation of the boats shall be done in such a manner to avoid any collisions and at safe speeds.

6.4. Boat crew shall at all times be on the lookout for dangerous elements such as whirlpools, shallow waters, etc. and alert the control rooms immediately.

6.5. All the boats shall adequate life saving equipment as per Andhra Pradesh IV Rules 2017.

6.6. All the boats shall have the requisite insurance coverage as per Andhra Pradesh IV rules 2017.

6.7. All Navigation & Communication equipment shall be in use at all times while navigating in Inland Waters of Andhra Pradesh

Dos and Don'ts for Passengers

	Dos for Passengers		Don'ts for Passengers
☑	Listen to the crew	☒	Don't rush into a boat
☑	Follow the rules	☒	Don't fight on board
☑	Maintain the cleanliness of the site	☒	Don't stand and change seat in small boat when it is full
☑	Always wear life jackets	☒	Do not cross the designated zone on the site
		☒	Do not disturb the crew while they are operating
		☒	Do not smoke or drink alcohol

Dos and Don'ts for Boatmen and Boat Drivers

	Dos for Boatmen and Boat Drivers		Don'ts for Boatmen and Boat Drivers
☑	Carry flotation devices	☒	Don't drink and drive
☑	Carry life jackets	☒	Don't travel at high speed
☑	Communicate with passengers about safety measures	☒	Don't carry passengers more than approved capacity of the boat
☑	Proper maintenance of boat	☒	Don't use boat in stormy condition
☑	Carry distress signal devices		
☑	Carry communication devices		
☑	Keep good look out for other boats and swimmers when in water		
☑	Store flammable item in a safe place		
☑	Carry fire extinguisher in a designated place		

Dos and Don'ts for Boat Operators

	Dos for Boat Operators		Don'ts for Boat Operators
☑	Ensure the certificate of survey and licence onboard when the boat is in use	☒	Do not allow any explosive and hazardous material onboard
☑	Ensure that the crew is qualified, certified and is enough and sufficient to handle the passengers	☒	Do not allow over loading
☑	Ensure that right information is circulated onboard	☒	Do not allow any unauthorised alteration on boat
☑	Ensure that boat is equipped, and crew is trained to handle fire and rescue passengers	☒	Do not allow unauthorised person to get on board
☑	Ensure that the boat is insured for third part risks		Do not switch off Navigation & Communication Equipment while navigating
☑	Ensure the boat is clean and dry while operating		
☑	Ensure that all Navigation & Communication Equipment is in good working condition before commencement of the voyage		

6. SOP for Patrolling of the Waterways

6.1. Each control room shall have a stretch or area under its control. The area or stretch shall be patrolled on a regular basis.

6.2. The number of patrol boats required at each control room may be decided based on the magnitude of activity at the control room based on the no.of passengers and the no.of boats using the control room.

6.3. Depending on the requirement, there can be common patrolling staff and boats for two or more control rooms based on the distance between them and the activity at the control rooms.

6.4. The frequency of patrolling may be decided by the manager and the checking officer based on the weather and the activity at the control room.

6.5. The patrol teams shall be on the lookout for any deviances in adherence to the SOPs and for any anomalies in the flow of water, route etc.

7. SOP for Disaster Response

7.1. Training and capacity building

a. A Boat Accident Management Plan (BAMP) shall be prepared in consultation with the national bodies, concerned state departments, boat crew and boat operators. The BAMP shall be integrated with the District Disaster Response Plan.

b. Mock drills for implementation of the BAMP shall be conducted on a regular basis for the control room staff. The boat drivers and crew shall undergo regular sensitization sessions for disaster management based on the BAMP.

c. The availability of requisite inventory of life saving equipment shall be checked on a daily basis at all the control rooms.

d. The Quick Response Teams along with the local communities residing at the bank of river/sea or fishermen in River/Sea shall be the first responder after any waterways tragedy.

e. A rescue plan with involvement of Quick Response Team, Boat operators, local volunteers shall be put in place at each of the control rooms to assist in mitigation of the disaster impact.

f. The nearest hospitals and police stations shall be briefed on the rescue plan on a regular basis.

g. The rescue plan shall give adequate emphasis to the necessity of additional manpower and caution during times of extreme weather conditions.

7.2. Response to an accident

The patrol boats shall be used as rescue boats in case of a disaster. The liaison officer shall alert all the stakeholders viz., Fire Department, SDRF, Police Department, Tourism Department and WRD.

Annexure I – Format for Departure Clearance Certificate

Control Room Location: Date:

Name of the vessel: Registration Number:
Owner of the vessel:

Navigation Route: Route Permission Number:

Captain / Driver / Serang Name:
License No:

Crew Onboard

1. Name: License No:
2. Name: License No:
3. Name: License No:
4. Name: License No:
5. Name: License No:

Life Saving Equipment

Life Jackets (Nos): Life Buoys (Nos):
Fire Extinguishers (Nos): Life Rafts (Nos):

Passenger Capacity of the vessel: No.of passengers onboard:

All the passengers are wearing life jackets (Please Tick):
The captain and crew are not under the influence of alcohol (Please Tick):

I certify that the weather is not adverse and is safe for navigation in the water body. The vessel named_____is authorized to depart from the control room at _____to ply on the route_____on date _____

Manager Name: Liaison Officer Name:

Signature Signature

Checklist for Departure Clearance

Vessel and Crew Related Checklist (to be checked by the control room staff)

	Checking Item	**Y / N / NA**
1	Vessel is registered with the Andhra Pradesh Maritime Board	
2	Vessel has the requisite route permissions	
3	Vessel prominently displays the capacity of the vessel (passengers, cargo, max payload) (Not Applicable for small vessels)	
4	Vessel has adequate lifesaving equipment	
5	Vessel has adequate firefighting equipment (Not Applicable for small vessels)	
6	Vessel does not have any major damage	
7	Vessel has the names, photographs and details of the crew displayed in the cabin (Not Applicable for small vessels)	
8	Boat driver has the requisite license and is registered	
9	Boat crew have the requisite licenses and are registered	
10	The Boat driver and the crew have their identity cards / badges prominently displayed	
11	The crew is fit and healthy (not inebriated) to manoeuvre the vessel	

Passenger Related Checklist (to be checked by the control room staff for large vessels and to be adhered to by the boat operator for small vessels)

12	The boat is not overloaded	
13	The passengers are briefed about safety, dos and don’ts before the trip	
14	All the passengers are wearing life jackets	